THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI JAGDISH TYTLER) : (a) and (b) A new computer reservations system (USAS 2000) has been introduced effective May, 1992 significantly improving the response time so that passengers are handled faster and more efficiently. The system offers advance seat reservation and a host of other facilities to passengers.

With effect from summer (March 1992) the format of the Air-India timetable was changed from routes to city-pair making it easier for passengers to plan their itinerary when travelling on Air-India.

Under the new city-pair format, passengers are able to refer to the specific origin to destination schedules required by them rather than referring to the schedules applicable to the entire route.

To assist Air-India frontline managers directly interacting with corporate travellers, a specially designed sales manual containing travel related data has been developed for use at all Air India stations.

To extend personalised service through a standardised response worldwide from the Air India system, all consumer contact officers and staff underwent extensive training during the period June 01—November 30, 1992. This specialised training will be repeated each year. Orders have been placed for four B-747—400 aircraft due for delivery in 1993 and 1994 to enhance passenger appeal. Steps are underway to improve industrial relations to make the employees better motivated to serve the passengers.

(c) and (d) All efforts are being made by the departments concerned to avoid cancellations for reasons which are within the control of Air India; for this regular review meetings are held to monitor and improve the position.

Helicopters acquired by Pawan Hans Ltd.

97. SHRI SURESH KALMADI :
SHRI BHUBANESWAR KALITA :

Will the Minister of CIVIL. AVIATION AND TURISM be pleased to state :

(a) whether it is a fact that Pawan Hans Ltd. plans to acquire a new flet of light helicopters;

(b) if so, what are the reasons therefor; and

(c) what is the number of helicopters proposed to be acquired and details of their cost ?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI JAGDISH TYTLER) : (a) to (c) Pawan Hans Limited has added one light helicopter to its fleet at a cost of Rs. 3.32 crores (approx.) to meet increasing demand for such category of aircraft. The Company has projected a requirement of 7 light helicopters during the Eighth Plan Period.

Delayed flight due to petty quarrel

98. SHRI V. HANUMANTHA RAO : Will the Minister of CIVIL AVIATION AND TURISM be pleased to state :

(a) whether it is a fact that flight No. IC-861 from Delhi to Ahmedabad and Baroda in April, 1993 was delayed due to a petty fight between the pilot and the other members of the crew;

(b) if so, the details of this delay and reasons thereof; and

(c) what disciplinary steps are propsed to be taken to ensure that passengers of Indian Airlines are not harassed in this manner by such delays in future ?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT SHRI JAGDISH TYTLER) : (a) and (b) Though a case of insubordination by two members of the cabin crew was reported by the Commander, flight IC 861 of 2nd